

MAR 2001

ALABAMA RELAY SERVICE

March, 2001

COMPLAINTS

Description of Complaints

V March 3, 2001

The customer complained the CA had not relayed the call verbatim.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and assured the customer management would follow up accordingly.

Contact Closed: March 3, 2001

TTY March 5, 2001

The customer complained the CA had not relayed the call verbatim.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: March 5, 2001

TTY March 29, 2001

The customer complained the CA had not relayed the call verbatim.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: March 29, 2001

DELAWARE RELAY SERVICE
March, 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

GEORGIA RELAY SERVICE

March, 2001

COMPLAINTS

Description of Complaints

V March 16, 2001

The customer complained he/she had difficulty reaching the relay service.

Escalation: Received via the Relay Customer Service line, and handled by the National Customer Care Center.

Resolution: Explained how to use 711 service, and created a Relay Choice Profile.

Contact Closed: March 17, 2001

TTY March 20, 2001

The customer complained the CA had poor response time.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience.

Contact Closed: March 20, 2001

TTY March 27, 2001

The customer complained the CA had hung up on him or her, and that CAs often add their opinions to her conversations.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and assured the customer the information would be documented.

Contact Closed: March 22, 2001

MAINE RELAY SERVICE

March, 2001

COMPLAINTS

Description of Complaints

TTY **March 12, 2001**

The customer complained she had to wait a long time to reach a CA.

Escalation: Received via the Relay Customer Service fax line, and handled by the National Customer Care Center.

Resolution: Apologized, and explained answer/wait time requirements of relay.

Contact Closed: March 15, 2001

MISSISSIPPI RELAY SERVICE

March, 2001

COMPLAINTS

Description of Complaints

TTY March 12, 2001

The customer complained he/she had difficulty reaching the relay service.

Escalation: Received via the U.S. mail, and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer we would review his tapes.

Contact Closed: March 14, 2001

TTY March 13, 2001

The customer complained about the CA's typing.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: March 13, 2001

TTY March 13, 2001

The customer complained the CA had not relayed the call verbatim.

Escalation: Received by the National Relay Center, New Castle, and handled by the National Customer Care Center.

Resolution: Sent the customer a letter of apology, assured her we would forward the complaint to the CA's manager.

Contact Closed: March 13, 2001

TTY March 17, 2001

The customer had complaints about the wait time when calling relay, also about a CA hanging up on him.

Escalation: Received via the U.S. mail, and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: March 20, 2001

NEW JERSEY RELAY SERVICE

March, 2001

COMPLAINTS

Description of Complaints

V March 17, 2001

The caller complained that the CA was rude, had not relayed the call verbatim.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized and offered to have the call placed for the customer.

Contact Closed: March 17, 2001

TTY March 21, 2001

The customer complained the CA had not relayed the call verbatim.

Escalation: Received and handled by the Pennsylvania Relay Center.

Resolution: Told the caller CAs would be reminded to relay the message clearly.

Contact Closed: March 21, 2001

TTY March 30, 2001

The customer complained the CA typed too slowly.

Escalation: Received by the National Relay Center, New Castle, and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience.

Contact Closed: March 30, 2001

NON-AT&T STATE RELAY SERVICE

March, 2001

COMPLAINTS

Description of Complaints

TTY March 25, 2001

The customer complained about the CA's typing skills.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: March 25, 2001

PENNSYLVANIA RELAY SERVICE

March, 2001

COMPLAINTS

Description of Complaints

TTY March 9, 2001

The customer complained the CA had not relayed the call verbatim.

Escalation: Received by the National Relay Center, Rhode Island, and handled by the National Customer Care Center.

Resolution: Attempted to reach the customer.

Contact Closed: March 13, 2001

V March 11, 2001

The customer complained the CA had not relayed the call verbatim.

Escalation: Received via the Relay Customer Service line, and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer that we would follow up accordingly.

Contact Closed: March 11, 2001

PUERTO RICO RELAY SERVICE
March, 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

RHODE ISLAND RELAY SERVICE

March, 2001

COMPLAINTS

Description of Complaints

TTY **March 2, 2001**

The customer had complaints about wait time; CA's are too slow, garbling, etc.

Escalation: Received via the Relay Customer Service line, and handled by the National Customer Care Center.

Resolution: Attempted to assist the customer, and explained call procedures.

Contact Closed: March 2, 2001

TENNESSEE RELAY SERVICE

March, 2001

COMPLAINTS

Description of Complaints

TTY **March 3, 2001**

The customer complained of having to wait a long time for a CA to come on the line.

Escalation: Received via the Relay Customer Service line, and handled by the National Customer Care Center.

Resolution: Explained she should wait until she sees the CA number followed by "vco on ga" before voicing the number to be dialed.

Contact Closed: March 3, 2001

VERMONT RELAY SERVICE
March, 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

VIRGIN ISLANDS RELAY SERVICE
March, 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

VIRGINIA RELAY SERVICE

March, 2001

COMPLAINTS

Description of Complaints

TTY March 14, 2001

The customer complained he had to wait a long time to reach a CA.

Escalation: Received by the Virginia Department for the Deaf and Hard of Hearing, and handled by the National Customer Care Center.

Resolution: Apologized for any inconvenience, and explained that we do comply with FCC answer performance requirements.

Contact Closed: March 23, 2001

TTY March 14, 2001

The customer complained the CA had not relayed the call verbatim.

Escalation: Received by the Virginia Department for the Deaf and Hard of Hearing, and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and thanked her for bringing it to our attention.

Contact Closed: March 19, 2001

TTY March 14, 2001

The customer complained about the CA's typing.

Escalation: Received by the Virginia Department of the Deaf and Hard of Hearing, and handled by the National Customer Care Center.

Resolution: Documented for reporting purposes.

Contact Closed: March 14, 2001

WASHINGTON, D.C. RELAY SERVICE

March, 2001

COMPLAINTS

Description of Complaints

TTY **March 11, 2001**

The customer complained the CA had not relayed the call verbatim and had hung up on him/her.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Explained charges occur when line is answered, and suggested asking CA to hang up on machine before calling.

Contact Closed: March 11, 2001

TTY **March 20, 2001**

The customer complained about the CA's typing skills.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: March 20, 2001

WEST VIRGINIA RELAY SERVICE
March, 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

APR 2001

ALABAMA RELAY SERVICE

April , 2001

COMPLAINTS

Description of Complaints

TTY **April 3, 2001**

The customer complained the CA had not relayed the call verbatim.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: April 3, 2001

TTY **April 18, 2001**

The customer complained about the CA's typing.

Escalation: Received and handled by the Pennsylvania Relay Center.

Resolution: Documented for reporting purposes.

Contact Closed: April 18, 2001

TTY **April 18, 2001**

The customer complained the CA had not relayed the call verbatim.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: April 18, 2001

DELAWARE RELAY SERVICE
April , 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

GEORGIA RELAY SERVICE

April, 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

MAINE RELAY SERVICE
April , 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

MISSISSIPPI RELAY SERVICE
April , 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

NEW JERSEY RELAY SERVICE

April , 2001

COMPLAINTS

Description of Complaints

TTY April 10, 2001

The customer complained his TTY screen reads "line busy" when he dials relay.

Escalation: Received via the Relay Customer Service line, and handled by the National Customer Care Center.

Resolution: Apologized for any inconvenience, and explained he should not reach a busy signal when dialing relay, but at times he may have to wait a short while for a CA to come on the line.

Contact Closed: April 11, 2001

TTY April 16, 2001

The customer complained he had to wait a long time to reach a CA.

Escalation: Received and handled by the account manager.

Resolution: Provided a report of answer time to the account manager.

Contact Closed: April 16, 2001

TTY April 20, 2001

The customer complained they were unable to reach the relay service.

Escalation: Received via the Relay Customer Service line, and handled by the National Customer Care Center.

Resolution: Referred the customer to the LEC and product distributors.

Contact Closed: April 21, 2001

TTY April 26, 2001

The customer complained about the CA's typing skills.

Escalation: Received via the account manager, and handled by the National Customer Care Center.

Resolution: Forwarded to the CA's manager for appropriate follow up.

Contact Closed: April 27, 2001

NON-AT&T STATE RELAY SERVICE

April, 2001

COMPLAINTS

Description of Complaints

TTY April 13, 2001

The customer complained the CA made numerous typing errors.

Escalation: Received via the Relay Customer Service line, and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: April 14, 2001

TTY April 16, 2001

The customer complained the CA had not relayed the call verbatim.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: April 16, 2001

PENNSYLVANIA RELAY SERVICE
April , 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

PUERTO RICO RELAY SERVICE
April, 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

RHODE ISLAND RELAY SERVICE

April , 2001

COMPLAINTS

Description of Complaints

V April 16, 2001

The customer complained she had difficulty reaching the relay service.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and provided correct phone numbers to dial.

Contact Closed: April 16, 2001

TENNESSEE RELAY SERVICE

April , 2001

COMPLAINTS

Description of Complaints

TTY April 3, 2001

The customer complained the CA had not relayed the call verbatim.

Escalation: Received and handled by the Pennsylvania Relay Center.

Resolution: Apologized for the inconvenience.

Contact Closed: April 3, 2001

VERMONT RELAY SERVICE

April , 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

VIRGIN ISLANDS RELAY SERVICE
April , 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

VIRGINIA RELAY SERVICE

April , 2001

COMPLAINTS

Description of Complaints

TTY **April 2, 2001**

The customer complained he/she had to wait a long time to reach a CA.

Escalation: Received and handled by the Virginia Relay Center.

Resolution: Apologized for the inconvenience.

Contact Closed: April 2, 2001

WASHINGTON, D.C. RELAY SERVICE
April , 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

WEST VIRGINIA RELAY SERVICE
April , 2001

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.